



mirabyte

FrontFace for Touch Kiosks

User and Configuration Manual

Version 2.0.4

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1 Introduction



FrontFace for Touch Kiosks is an easy to use software solution to create user interfaces for interactive touchscreens and kiosk systems based on a Windows operating system (XP, Vista, 7, 8.1 and 10). Besides safety and security functions that protect the underlying operating system from unauthorized access and manipulation, *FrontFace for Touch Kiosks* allows you to customize the visual appearance of the user interface, to arrange buttons and hierarchical menus according to your preferences and to make available any media or content (e.g. pictures, videos, websites, XPS-/PDF documents, etc.).

Like this, users can navigate via touch input, for example, through a visually appealing menu and access the contents and functions available in an interactive fashion.

During the development of **FrontFace for Touch Kiosks** we put special emphasis on three essential aspects:

- Extremely **simple and intuitive use and ease of installation** of the software
- A very **high level of efficiency and a variety of functions** to open up a broad range of applications
- **Stability and reliability** to ensure faultless operation of the software

How to get started?

Visit the [FrontFace for Touch Kiosks Website](#) for some quick start video tutorials or follow the [Step-by-Step Setup Tutorial](#) from this manual in order to get started. The installation package also contains several sample projects you can refer to. You can open the sample projects with one click from the [Welcome Page](#) of the [Kiosk Assistant](#).

Hint: In case of any **questions** or **problems**, the mirabyte [support](#) team is always happy to help! We also suggest users refer to the section "[Troubleshooting](#)".

2 Technical Overview

FrontFace for Touch Kiosks consists of two applications that are installed either on the same or on different PCs:



FrontFace Kiosk Application (`FrontFace Touch Kiosk.exe`)
The actual *kiosk application* that will run on the kiosk PC.



FrontFace Kiosk Assistant (`FrontFace Kiosk Assistant.exe`)
A particular program to configure *FrontFace for Touch Kiosks* and to conveniently add and organize content.

You can choose which components to install upon installation of *FrontFace*. In most cases users will install both applications (choose installation type "**Complete Installation**").

Once installed on a PC, the *Kiosk Assistant* allows the user to customize the *FrontFace Kiosk Application* according to their preferences before starting the application and using the PC as kiosk PC. Users can also transfer the menu structure, contents and settings from one (kiosk) PC to another (kiosk) PC, a process referred to as "[Deployment](#)", and they can organize and update contents remotely via a network connection, over the Internet or offline by using a USB flash drive.

After installing the application, our [Step-by-Step Tutorial](#) will explain the next steps to create your personal kiosk experience.

3 Step-by-Step Tutorial

This tutorial explains step by step how to create a kiosk application with *FrontFace for Touch Kiosks* and how then to use it on a kiosk terminal or touchscreen PC.

Step 1: Installation

Install *FrontFace for Touch Kiosks* with default settings, either directly on your kiosk PC or on your normal work PC. Use the Windows Start Menu to start up the *Kiosk Assistant*. You can choose whether the application will open the current project (which is empty on first start up) to edit or whether you would like to import one of the sample projects provided.

If you choose to open one of the samples, a copy of the project chosen will be imported. Use the function "**New**" > "**Import**" in the project menu of the *Kiosk Assistant* to reset the current project to an empty project or import a different project at any time. You can also export the current project to a different location on your computer and create a backup copy, for instance.

Once you have opened a project in the *Kiosk Assistant*, you will see the *main menu* and the following items:

- Menu & Content
- Design
- Settings
- Deployment
- Preview

Step 2: Create Menu Structure

Click on "**Menu & Content**" to customize the menu structure of your kiosk application. On the left of the window you see a tree structure of your kiosk application's menu structure. Several buttons can be created under each menu level that later will be displayed to the user of your kiosk application on a "menu page".

To add a button on the home page of your kiosk application, select the top folder "**Content**" and click on the "+" symbol in the menu bar above. Existing buttons can be edited and renamed by double-clicking them or by clicking the "pencil" symbol in the menu bar.

Besides the color and text of a button, you can also set a symbol picture (icon) for each. For buttons containing further buttons (i.e. sub-menus), you can additionally set the wallpaper image for the menu page in the kiosk application.

Hint: First draft the menu structure with all sub-menus before you start adding content to individual menus.

Step 3: Add Content

On the right-hand side of the window you can see the content (if added) that is assigned to the button currently selected. This can be pictures, videos, XPS files, PDF files or a link to a website.

Use "+", "-" or the "pencil" symbol in the menu bar to add, edit and delete content. When assigning a content file to a button, this content will later be displayed to the user when the respective button is clicked or touched on a touchscreen.

Notice: A menu button can only contain further (sub-)menu buttons **or** content (e.g. pictures, videos, etc.).

General rule:

- If content has already been assigned to a button, you cannot add further (sub-)menu buttons to it.
- If additional buttons have been added as sub-menus to a button, you cannot add content to this button.

Once you have assigned a content file to a button, different settings such as background color and aspect ratio are available depending on the type of content. There are content types that allow you to assign more than one file of the same type at the same time; this applies to PDF files, XPS files and pictures, for instance. For all other content types, only one file can be assigned to a menu button. Use this process to gradually add content to all buttons of your menu.

Step 4: Customize Design

In addition to the structure of the menu and the content, you can also customize the look of the kiosk application in the "Design" menu with various so-called "Themes". A theme defines the visual appearance of the buttons (e.g. "iPad Glossy Style" with glass buttons or a "Metro Style" with simple tiles). It also defines the design of the toolbars and other visual elements on the application screen.

For some themes, additional settings can be chosen such as the maximum number of buttons and the font and text color on the buttons.

Step 5: Settings

In the "Settings" menu you can find numerous options for settings and customization, including whether the closing down of the application should be PIN-protected, for example, whether a user is authorized to print application content, and whether the integrated web browser should display certain websites only (URL filter).

Tip: For each option a context-sensitive help text is displayed at the bottom left of the *Kiosk Assistant* window that will explain the exact function and/or meaning of the setting.

Step 5: Preview

By using the "Preview" menu you can start the *FrontFace Kiosk Application* with the current configuration and thus test it immediately.

Note: To end the preview, either press the F8 key or first click in the bottom left, then the bottom right corner of the screen. This method also works on touchscreens by touching the respective corners.

Step 6: Deployment

After configuring the menu structure, content and settings using the *Kiosk Assistant*, you can start final user interface with the program "**FrontFace Kiosk.exe**" (*FrontFace Kiosk Application*). If your work PC is not the kiosk PC that will later run the kiosk application, you need to transfer your project to the target PC (i.e. the kiosk PC) first. The following two options are available to transfer your project:

1.) Import/Export function

Install *FrontFace for Touch Kiosks* on the kiosk PC. In order to transfer the project from your work PC to your kiosk PC, you either need a storage device such as a USB stick, or both PCs need to be able to access a shared network used for the data exchange. Select the "**Export**" function in the project menu of the *Kiosk Assistant* on your work PC, then choose a new, empty folder on the USB device or the network drive that you have previously created as target location.

After the export, start the *Kiosk Assistant* on the kiosk PC and select "**Open project...**" on the welcome page, then select the folder into which you have exported your project (from the USB device or network drive). When your project has been imported, you can close the *Kiosk Assistant* and start the *FrontFace Kiosk Application* ("**FrontFace Kiosk.exe**").

2.) Deployment function

If you would like to update and maintain the kiosk application from your work PC, using the export/import function is comparatively laborious since the kiosk PC needs to be updated manually every time, and updates cannot be made while it is running. In this case, the deployment function is recommendable. It allows you to easily update a remote PC via network share or the Internet. The "**Deployment**" menu offers three options:

- **All-in-one (local installation)**

This is the most common case when the PC on which you work with the *Kiosk Assistant* is also the kiosk PC running the kiosk application. No deployment is required since the project is already available on the PC and can be used immediately.

- **Offline deployment (using a USB device)**

This method is comparable to the import/export function, yet does not require you to carry out the import on the kiosk PC manually. Insert the USB device with the new data into the PC while running and the kiosk application will update automatically. Then simply eject the USB device and your kiosk PC is up to date.

- **Online deployment (via network share)**

Menu structure, content and settings will be deployed to the kiosk PC from your management PC via network share of a local network. In order to use this method, the *Content Folder* on the target (kiosk) PC must be made available through network share.

The *Content Folder* is usually located under "**C:\Program Files (x86)\mirabyte\FrontFace for Touch Kiosks\Content**". You can, however, relocate the *Content Folder* to any location by clicking "**Content Folder**" in the "**Settings**" menu of the *Kiosk Assistant*.

To share the *Content Folder* on the kiosk PC, right-click the folder in Windows Explorer and select "**Properties**" > "**Sharing**". Besides the users authorized to access this share, you may also need to set the access authorization under "**Security**" in the property dialog of the folder. You can now access, read and edit the Content Folder of the kiosk PC from your work PC via network share (e.g. "**\Kiosk-PC\Content**").

Start the *Kiosk Assistant* on your desktop PC and select "**Deployment**" > "**Online**

Deployment". Add the previously created network share you can access from your PC and click "**Deployment**". This allows you to update the target PC while in use (i.e. while it is running the *Kiosk Application*).

Besides using a local network, deployment is also possible via the Internet. In this case a cloud storage service such as Dropbox or OneDrive must be used as "temporary storage" that carries out the replication of the files from one PC to the other. Further information is available in the "["Deployment"](#)" section.

4 Supported Media Formats

FrontFace for Touch Kiosks supports numerous media and file formats and allows you to carry on using a highest possible amount of your existing content and programs without time-consuming changes.

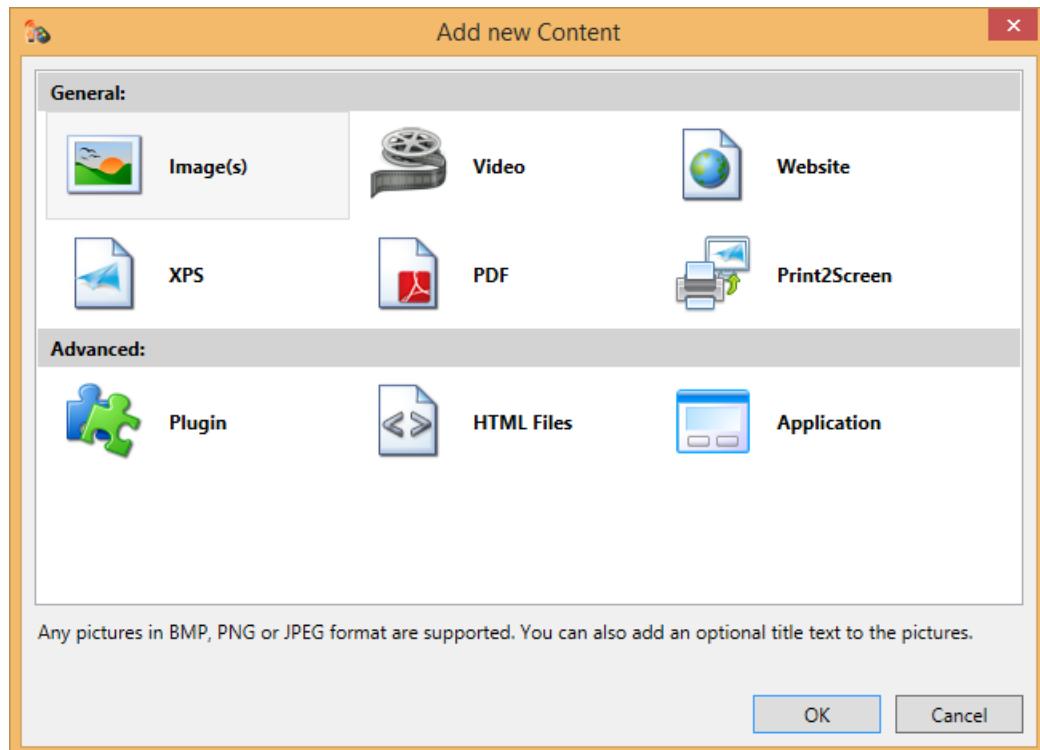


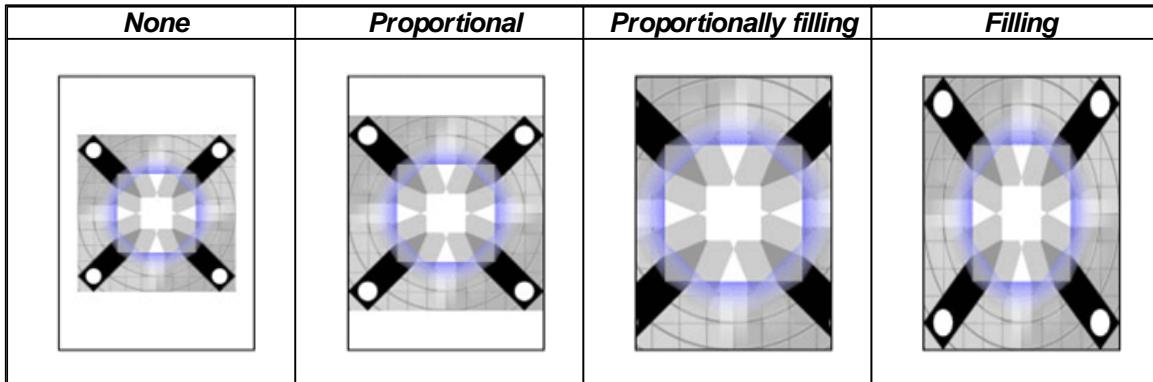
Fig.: Supported file and content formats are shown in the "Add New Content" dialog.

The following formats are supported directly:

Media format	Description
General:	
Picture(s)	Any pictures and photos in BMP, PNG and JPEG format.
Video	WMV, MOV, MP4, AVI and all other formats supported by Windows Media Player 10 and newer versions (also see System Requirements).
Website / HTML	Display of any websites (HTML) fully supporting HTML5, CSS3 as well as Flash and Silverlight.
XPS	XPS is Microsoft's e-paper format which can be directly exported from Word, PowerPoint and Excel, for instance.
PDF	PDF is a common e-paper format which can be created with Adobe Acrobat, amongst other programs.
Print2Screen	Purpose-built e-paper format by <i>FrontFace</i> which can be created with EVERY Windows application by means of a virtual printer driver provided by <i>FrontFace</i> ; also see Use Print2Screen .
Advanced:	
Plugin	With already existing or individually created plugins, users can easily add any additional functions to <i>FrontFace for Touch Kiosks</i> ; see Use Plugins .
HTML files	Local (offline) HTML files (*.html, *.htm) and related files (CSS, JavaScript or pictures).
Application	Use this function to run any Windows application (EXE and CMD).

Automatic content scaling:

By means of intelligent algorithms and picture editing processes, all content of *FrontFace for Touch Kiosks* will always be displayed in optimal size, independent of their resolution or the aspect ratio of the target screen. Additionally, you can choose how contents will be scaled or adapted if they do not exactly match the display format. The following scale/aspect ratio options are available for most content types:



Hint: For optimal display performance we recommend a resolution for pictures and videos that does not significantly differ from the desired display size. This will avoid unnecessary downscaling calculations, which allows a fluent display also on less powerful computers.

5 System Requirements

FrontFace for Touch Kiosks can be installed and used on all Windows-operated PCs.

Supported Windows versions:

- Windows XP (also Embedded* and PosReady*)
- Windows Vista (32 and 64 Bit)
- Windows 7 (32 and 64 Bit, also Embedded Standard*)
- Windows 8.1 (32 and 64 Bit, also Embedded Standard*)
- Windows 10 (32 and 64 Bit, also Embedded Standard*)



Run time requirements:

- .NET Framework 4.0 (Full Profile) (will be installed automatically by the installation program if necessary!)
- If video playback is required, additional video codecs will have to be installed to replay certain video formats. For this case we particularly recommend the [LAVFilters](#) codec pack.
- If you use a proxy server to access the Internet (with the *Kiosk Application* as well as with the *Kiosk Assistant*), you need to configure it as described in the paragraph [Proxy Server Configuration](#).

Other requirements for the *Kiosk Assistant*:

- In order to use [Print2Screen](#), the *Kiosk Assistant* must be installed on a PC running Windows Vista, 7, 8.1 or 10.

Other requirements for the *Kiosk Application*:

- If you would like to display Flash or Silverlight content, the respective plugins need to be installed first (see [Using Flash and Silverlight](#)).

Hardware requirements:

- There are no minimum requirements for hardware in order to use the software. A good graphics card (e.g. by NVIDIA or ATI), however, will ensure a satisfying display performance. The hardware required strongly depends on the intended use, whether extensive multimedia features such as videos or fading effects will be used, for example, or whether only static contents will be displayed.
- Generally, the recommended working memory of the kiosk PC should be 1 GB at the very least; better results are achieved with a memory of at least 2 GB.
- *FrontFace for Touch Kiosks* supports 1-2 screen(s) with any resolution and orientation (portrait/landscape) and supports single- and multi-touchscreens.

Automatic installation:

- In addition to the regular, interactive installation via the Setup Assistant, you can also navigate the setup pack by means of a command line ("silent setup"). This allows users to run several installations automatically with one deployment system. A detailed description of the command line syntax for the setup can be found in the chapter headed [Software Deployment and Updates](#).

Setup and backup of the kiosk PC for unsupervised non-stop operation:

- The kiosk PC should be configured in such a way that a password is not required upon booting and the *Kiosk Application* is started automatically. Screen savers and standby functions should be disabled. These settings can be comfortably made with the separately available, free *FrontFace Lockdown Tool* (also see ["Kiosk PC Setup and Security"](#)).

*) Note on use of the EWF (Enhanced Write Filter) of Windows Embedded Standard:

If you are using Embedded versions of Windows, please make sure that the *Enhanced Write Filter (EWF)* is deactivated when installing *FrontFace*. Also, the *Content Folder* should be moved to a location that is not protected by the EWF. Once these adaptations have been made, *FrontFace* is fully compatible with EWF.

6 Kiosk Assistant

Use the *Kiosk Assistant* to configure the *FrontFace Kiosk Application* and to create your kiosk interface (buttons menu with respective content).

When you start the *Kiosk Assistant*, you will first see the welcome page on which you can open a "Project", load one of the sample projects provided, or access various help resources such as this user manual. "Project" in the context of *FrontFace for Touch Kiosks* describes the entirety of menu structure, content, design and settings.

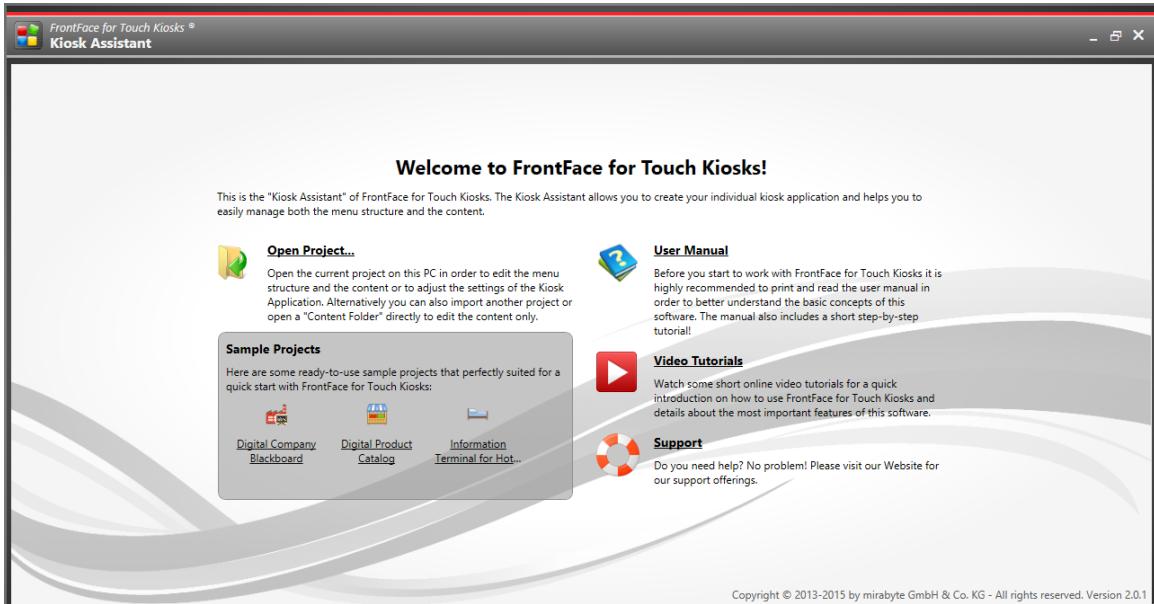


Fig.: Welcome page of the Kiosk Assistant

Only one project at a time can be installed or active on one PC. Click "**Open Project...**" for the following options:

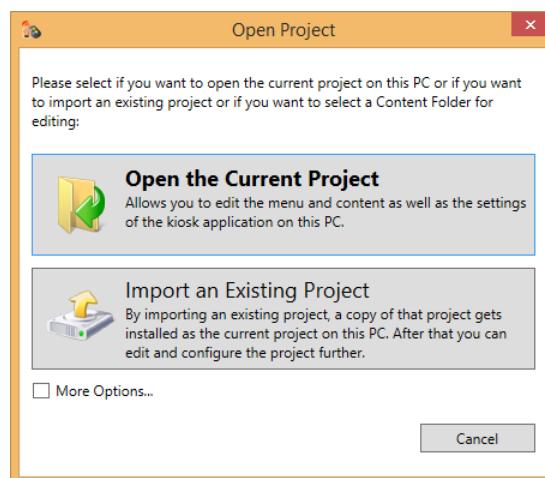


Fig.: Dialog in which to open or import a project

"Open the Current Project":

This opens the project currently active on your PC (the one you worked on last). When the *Kiosk Assistant* is started for the first time, a standard project will be opened in which two sample buttons

and contents are already created. These can be deleted or used as starting points for your own menu.

"Import an Existing Project":

Use this option to import an existing project (from another location) to your PC and edit it. Please note that the active project on your PC will be overwritten when another project is imported. We thus recommend you to export your active project to a different location before any new import to ensure no data is lost and you can continue working on it at a later point.

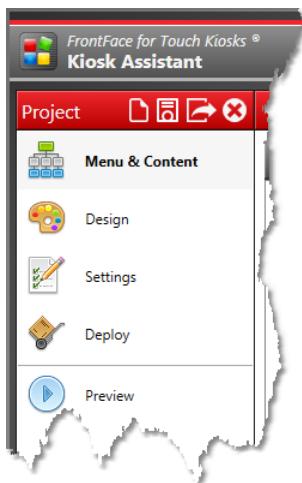
"Further Options..." > "Open a Content Folder":

This allows a user to directly edit the menu structure and content of this *Content Folder*, on a remote PC that is connected via the network, for instance.

Sample projects:

The option "**Sample projects**" contains demo projects that show you all the options the software offers and how a kiosk application can be designed using *FrontFace*.

6.1 Main Menu



Once you have opened or imported a project, you can create a new project, save and export the current project or close it to return to the welcome page of the *Kiosk Assistant* via the *project menu*.

Below the *project menu* you will find the *main menu*, where you can design the menu structure of your kiosk application, organize content ("Menu & Content") and customize the design ("Design") as well as numerous functions with various settings ("Settings"). Choose "**Deploy**" to organize how your project will be deployed (e.g. on other kiosk PCs via network share, USB or the Internet). You can test run your current project at any time by using the "**Preview**" function.

Fig.: Project menu and the main menu of the Kiosk Assistant

6.2 Menu & Content

Here you can design the menu structure of your kiosk application and add content to the respective menu buttons. The left-hand side of the window shows a tree structure of the menu buttons in your interface. You can create several buttons on each level which will then be displayed in a "menu page" by the *FrontFace Kiosk Application*.

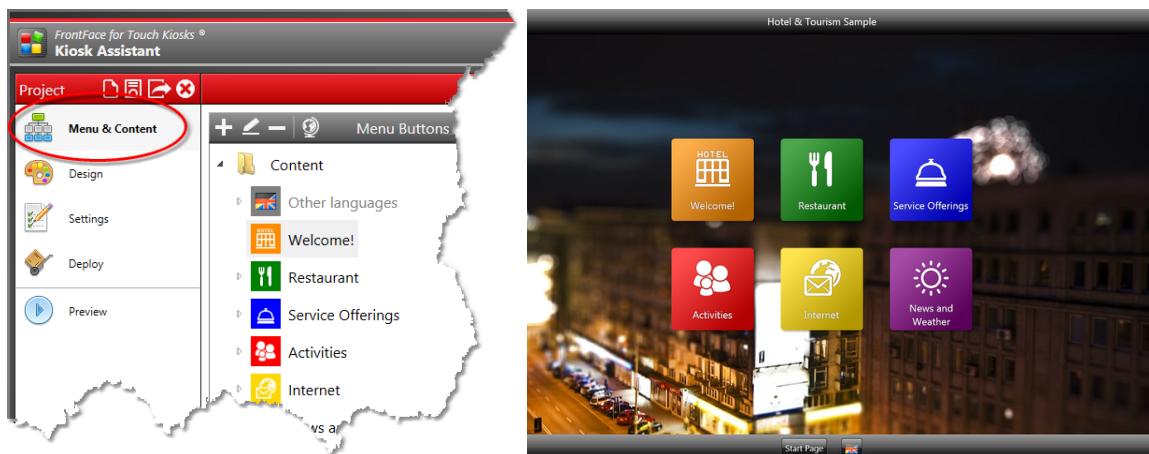


Fig.: Hierarchical view of the menu structure in the Kiosk Assistant and a view of the same menu on the Kiosk Application

The menu buttons correspond to the folders in the file system of the so-called "*Content Folder*". Right-click any button in the menu tree and choose "**Open in Windows Explorer...**" to find out the menus physical location on your PC's drive and how it looks in the file system.

Use the symbols in the gray bar above the menu tree to easily add a new button, edit a selected button, delete a button, [add another language](#) as well as move a selected button up or down (change order).

On each level, several buttons can be created. Buttons under the "**Content**" label depict the menu on the start page. Mark "**Content**", for example, and click on the "+" symbol in the menu bar to add new buttons to the uppermost menu level.

For each button, you can set the color and labeling as well as a symbol picture (icon). Double-click a button in the menu tree or use the edit symbol to customize its properties (label, color, icon, etc.).

Hint: In case you enter long words as label text for a button, it is likely that these words get wrapped when being displayed in the *Kiosk Application*. A hyphen is automatically inserted depending on the length of the word which does not respect any grammatical rules of hyphenization. To prevent this problem you should pre-enter hyphens by yourself for long words. These hyphens will only be visible in the application if they are really needed (e.g. in the button label but not in the caption text of the menu page).

Example: If you write "*Verysuper-longword*", the word will be wrapped after the hyphen. But in the title bar of the menu page where the text is also used it will appear as "*Verysuperlongword*".

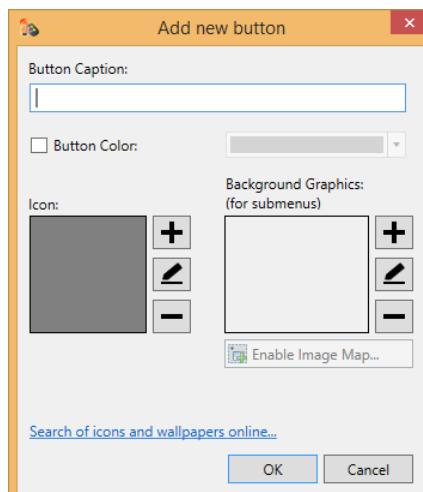


Fig.: Dialog showing options to add/edit a menu button

If a button should contain sub-menus instead of content, this dialog also allows you to choose a wallpaper (this is not possible for buttons with content since clicking on them will display the appropriate content). Further information can be found in the section "[Designing Wallpaper Images](#)".

If no color is set for a button, the color of its superordinate menu level will be "inherited".

Notice: A menu button can only contain further (sub-)menu buttons or content (e.g. pictures or videos) at any one time. Only when you activate [Multi Screen Support](#) can menu buttons contain (sub-)menu buttons as well as content.

General rule:

- If content has already been assigned to a button, you cannot add further (sub-)menu buttons to it.
- If additional buttons have been added as sub-menus to a button, you cannot add content to this button.

When you add a content file to a button, this content will later be displayed in the menu when the user clicks the respective button. If a button contains further "sub-menu buttons" for additional menu levels, content can only be assigned to the lowest level (i.e. content can only be added to "end points" of the menu structure).

If content has already been assigned to a button, another content file cannot be added without deleting previously assigned content first. Pictures, XPS files, PDF files and Print2Screen files are exceptions to this rule; several files (yet only of the same type) can be added to one button and "leafed through" one after another.

Hint: First draft the menu structure with all sub-menus before you start adding content to individual menus.

6.2.1 Adding Content

In the right-hand side of the window you can see the content of a selected menu button. Use "+" and "-" to add or delete content. The following file/content types can be added:

- **Picture(s) (as JPEG or PNG)**
- **Videos**
- **Websites**
- **XPS files**

- PDF files
- Print2Screen printouts
- FrontFace plugins
- Local (offline) HTML files
- Windows applications (EXE files)

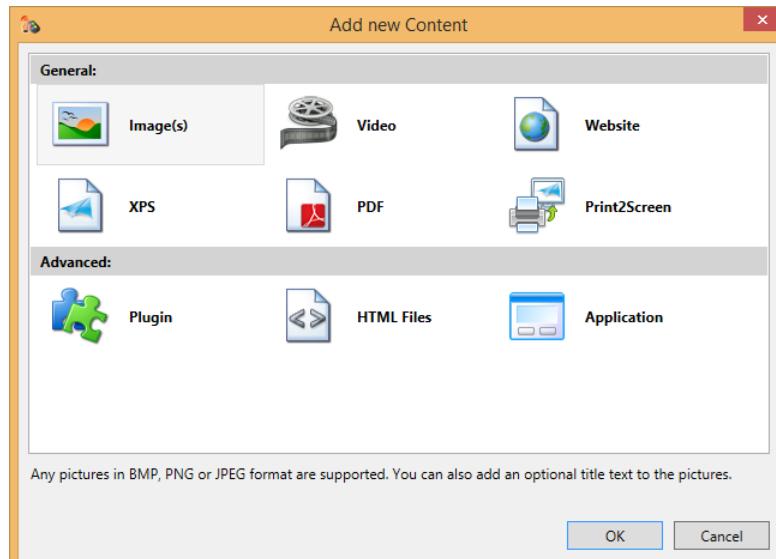


Fig: Supported file and content formats are outlined in the "Add New Content" dialog.

Once content has been added, it will be displayed on the right of the *Kiosk Assistant* window. Depending on the type of content, further editing options will be offered such as background color, picture heading or aspect ratio. The standard ratio for certain kinds of content can also be set under "**Settings**" in the main menu.

6.2.2 Using Wallpaper Images

If a button contains sub-menus instead of content, you can choose a wallpaper (this is not possible for buttons with content since said content will be displayed upon selection).

Double-click to open the properties dialog of the button, then click "+" in "**Background Graphics (for sub-menus)**" and choose a suitable image file (.jpg).

Using a slide show as wallpaper:

Follow the instructions below in order to have several pictures displayed as a slide show:

- After you have added an image as wallpaper, click on the menu button, open the context menu by right-clicking and select "**Open in Windows Explorer...**".
- You will see the content of this menu button in the file system as well as the wallpaper image (file name: "`_wallpaper.jpg`"). Now add further wallpaper images as JPEG files here and also name them "`_wallpaperX.jpg`", with X standing for consecutive numbers. The order of your images will thus be chosen by their consecutive number, e.g.:
`_wallpaper1.jpg`
`_wallpaper2.jpg`
`_wallpaper3.jpg`
...
- Now select "**Design**" in the *Kiosk Assistant's main menu*, then set the desired number of seconds after which the next picture is to be displayed automatically in "**Interval for Changing Wallpaper Image**".

Using videos as wallpaper:

In addition to static images and slide shows (sequence of static images), you can also use videos as graphic backdrop. Double-click to open the properties dialog of the button, then click "+" in "**Background Graphics (for sub-menus)**" and choose a suitable video file (.wmv) instead of a JPEG file.

6.2.3 Creating Image Maps

FrontFace for Touch Kiosks offers the option of also using a background image as a so-called "image map": On a wallpaper (JPEG file), invisible "hot zones" (i.e. touch-sensitive areas) can be created instead of the regular menu buttons. These will point to sub-menus and are then visible as an alternative to conventional buttons.

This function can be used to highly individualize the design, e.g. in accordance with a corporate design. Create a wallpaper image with an image editing program on which your own buttons are already created, or choose a motif as graphic backdrop that makes it obvious to the user that it contains "clickable" areas.

Choose the menu button on which the image map function shall be used and create the sub-menus first!

Double-click this menu button to open the properties window and click "+" to choose the wallpaper image that should, if possible, have the same aspect ratio as the screen of your terminal (e.g. 16:9 landscape).

Then click "**Enable Image Map...**":

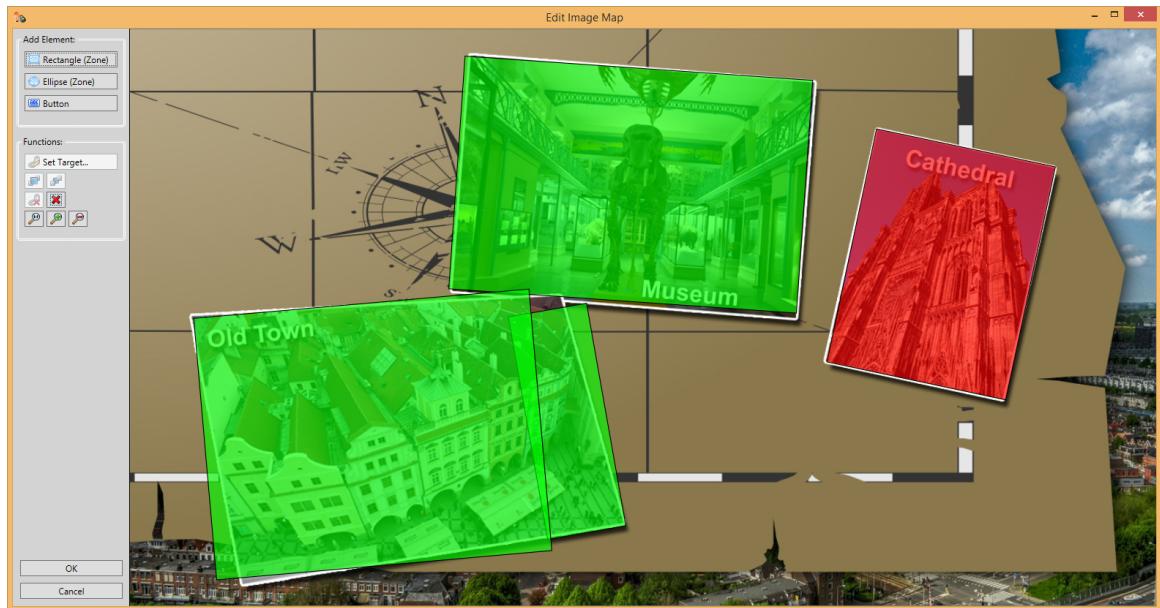


Fig: FrontFace for Touch Kiosks' image map editor

You can now edit the image map and define the touch-sensitive areas as well as the conventional buttons on the image, for which you can choose from the shapes "rectangle", "ellipsis" and (conventional) "button". For "rectangle" and "ellipsis" size, direction and position can be customized as follows:

In the menu "**Add Element**", click on the respective element to add it to your image and move, re-size or rotate it using the anchor points. You can also combine all elements (via overlap) and use them multiple times so nearly every shape can be "retraced".

With the third shape "button" you can add conventional menu buttons, whose position on the image can be chosen freely (size and rotation, however, cannot be changed).

Then assign the target location (sub-menu) to a touch-sensitive area or freely placed button by clicking "**Functions**" > "**Set Target...**". This will open a dialog window in which you can choose already created (!) sub-menus as target location; several elements can be assigned to one sub-menu. Once an element has been assigned to a sub-menu, its color changes from red to green so you can easily see which elements have already been connected with a target location.

End the editing process of the image map by clicking "**OK**" and closing the dialog "**Edit Button**" with a click on "**OK**".

A small symbol in the menu tree will show you which button uses an image map.

You can now test the image map and touch-sensitive areas in the "**Preview**". As soon as you mouse over one of these areas, the cursor symbol will change from an arrow to a hand.

6.3 Design

Besides the structure of the menu and the contents, you can also customize the look of the kiosk application with various so-called "Themes":

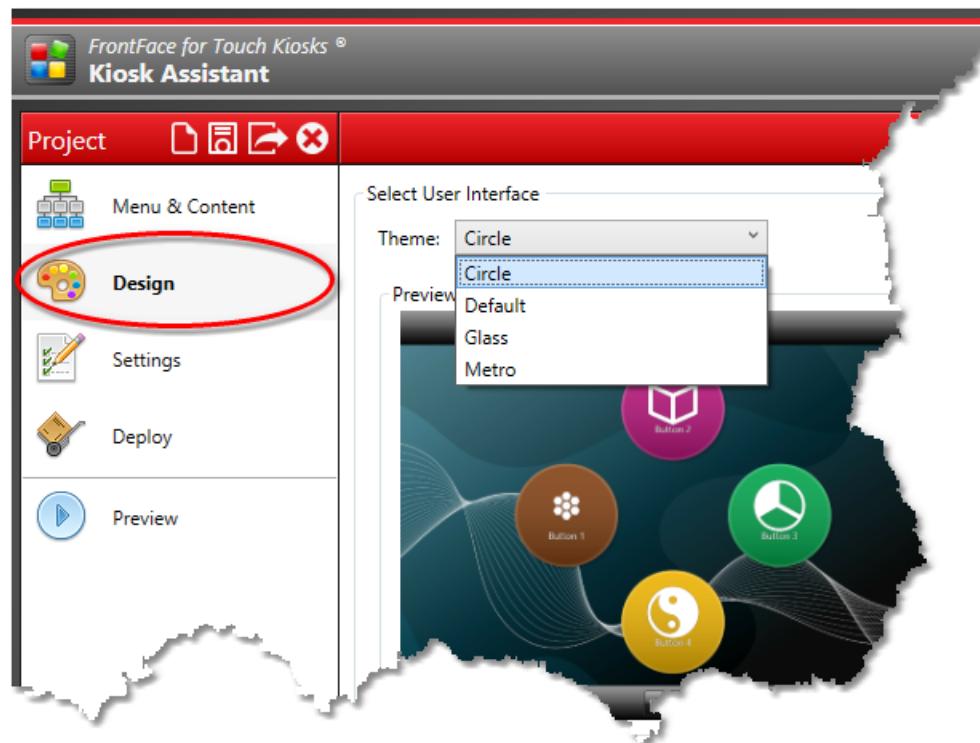


Fig.: Choosing a theme and customizing the designn of the kiosk interface

A theme defines the visual appearance of the buttons: The theme "Glass", for example, is loosely based on the iPad's glossy style with glass buttons, whereas the "Metro" theme's simple tiles bears similarities to the design of Windows 8. The theme also defines the design of the toolbars and other interactive elements on the screen.

The following four themes are available:

- Circle
- Default
- Glass
- Metro

In each of these themes the type, font, text color and text size can be customized as well as the overall text color (for titles, toolbar, etc.).

You can also set whether the button design can be blended out entirely, including the text if required. In this case, only the assigned icon or icon and button text will be displayed.

The ideal icon size is 196x196 pixels. If you only want to show the icons without the button artwork, you should choose the "Glass" theme since this theme places the caption text below the button and not on the button's icon as the other themes do ("Circle", "Default" and "Metro"). So if you plan to use these themes, make sure that your icon image leaves about 1/3 of the the space empty (at the lower end) to allow the caption text to be displayed properly. It is also possible to integrate the caption text directly as part of the icon image itself (entire size should also be 196x196 pixels). In

that case you need to disable both the button artwork and the caption text of the buttons in the *Kiosk Assistant*.

If you choose the "Circle" theme, you can also adapt the radius of the circle on which the buttons are arranged and set a logo in .jpg format which will be displayed in the center of the circle.

Further individual themes can generally be added, yet this requires knowledge of programming. If you are interested in this option, [mirabyte's Support Team](#) is happy to help.

For a higher level of customization, however, it often is not necessary to have an individual theme designed. Individual designs can easily be created by using suitable background images with your logo, for example, and by choosing button icons that match your design. You can even deactivate the button artwork (the actual button graphic) completely. In this case, your icons should also contain the button graphics (e.g. created in Photoshop). Like this, you can add your individual button design without the need to have an individual theme created for you.

You can also match the graphics of your interface to your corporate identity by using the [Image Map function](#).

6.4 Settings

Click "**Settings**" in the *main menu* to access numerous further options for settings and customization. It is advisable to go through the entire list once in order to gain an overview of all available options.

Hint: For each option, a context-sensitive help text will be displayed in the bottom left of the *Kiosk Assistant's* program window to explain the function and meaning of a setting.

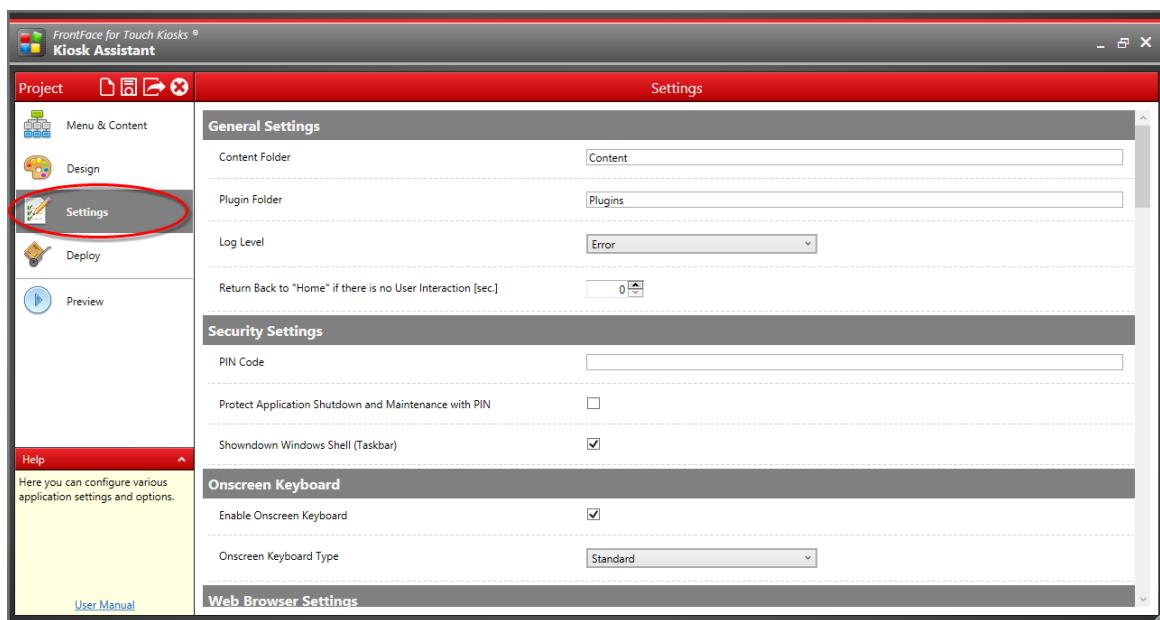


Fig.: Settings menu of the Kiosk Assistant

The setting "**Content Folder**" carries particular meaning: In the *Content Folder* all content as well as the menu structure of your kiosk interface are stored. It also serves as interface to update the kiosk application and/or its content from a remote PC (see "[Deployment](#)").

Usually, the pathway of the *Content Folder* is simply "**Content**", thus relates to the *Content Folder* of the file "**FrontFace Kiosk.exe**". Instead of a relative path, an absolute path ("`c:\path\to\a\folder\....`") can also be stated. While all other settings in this list can be overwritten during an update from a remote computer, this is not possible for the value of the option "**Content Folder**". This avoids the problem that the *Content Folder* must be located in exactly the same place in the local file system on all of the kiosk PCs you administrate.

6.5 Deployment

To transfer content and settings from your work PC, three deployment methods are available and can be chosen in the "Deploy" menu:

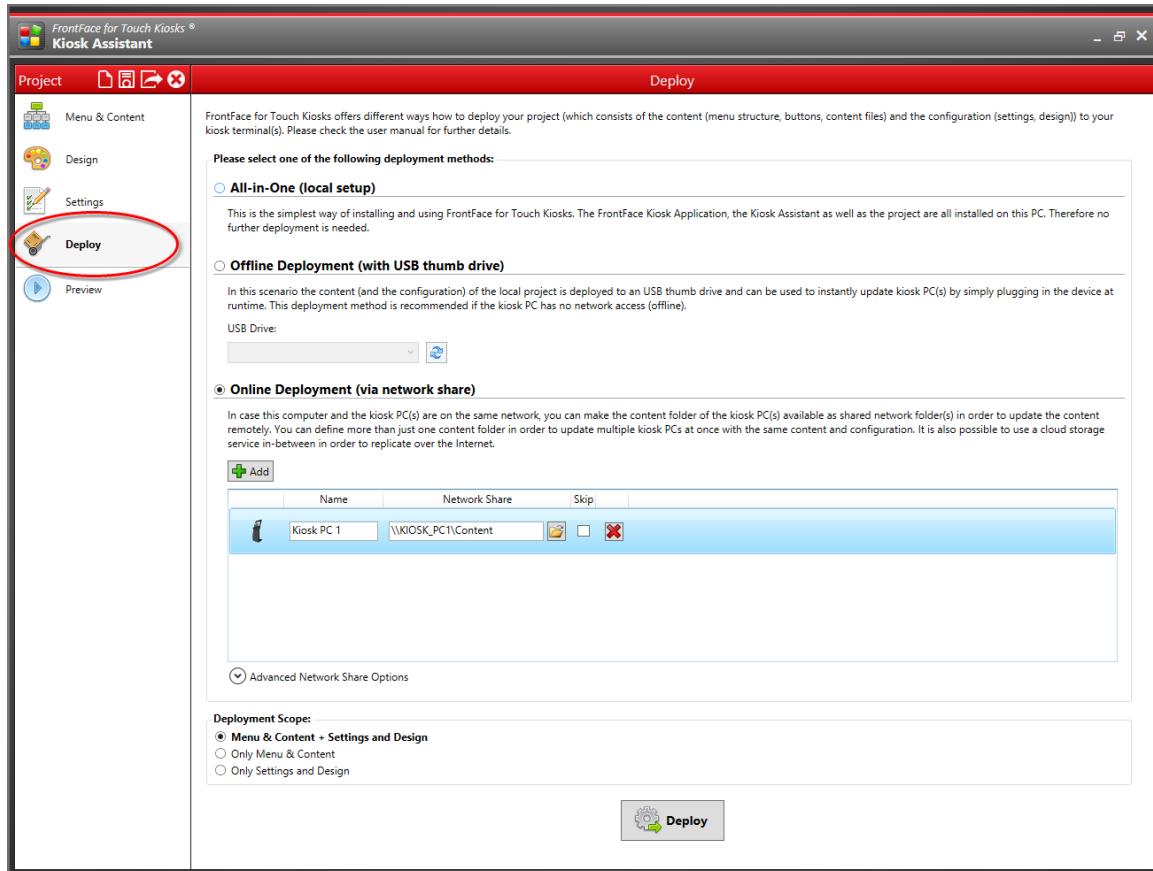


Fig.: Deployment options of the FrontFace Kiosk Assistant

1.) All-in-One (local installation)

All content and settings are located on the *kiosk PC* only. Changes and adjustments are also made on the same PC only by using the *Kiosk Assistant* (the *Kiosk Application* needs to be closed for this!). This method is useful when you have only one kiosk PC, create the basic interface/content only once and then update relatively infrequently with minor changes.

2.) Offline Deployment (with USB thumb drive)

In order to use offline deployment, you need a USB storage device that will be connected to your PC. Choose "**Offline deployment**" and select the appropriate drive, then click "**Deploy**". A folder labeled "`\TK_DATA\`" will be created on your USB device and all necessary data will be copied onto it. As soon as you connect this device with the *kiosk PC* running the *FrontFace Kiosk Application* at this moment, the system will update automatically. If you have previously PIN protected the *Kiosk Application* in the "**Settings**" menu, you will be asked to enter your PIN to avoid unauthorized updating of the kiosk PC.

3.) Online Deployment (via network share or Internet)

If you choose online deployment, the structure of the menu, the content and settings are deployed to the kiosk PC either over network share in a local network or by means of a cloud storage service (OneDrive, Dropbox etc.) over the Internet. In order to use this method, the *Content Folder* has to be made available on the target kiosk PC, either as network share or synchronized via the cloud.

Then use the *Kiosk Assistant* to select the folder to be shared and initiate deployment to the target PC from your local computer. This makes it possible to update the target PC whilst it is running the *Kiosk Application!*

The *Content Folder* is usually located under "C:\Program Files (x86)\mirabyte\FrontFace for Touch Kiosks\Content". You can relocate the *Content Folder* to any location using the setting "**Content Folder**" in the "**Settings**" menu of the *Kiosk Assistant*.

To set up the *Content Folder* on the kiosk PC as a network share, right-click the folder in Windows Explorer and select "**Properties**" > "**Share**". In addition to a group of users authorized to access this share, you may also have to set up access authorization for this folder. This can be done in the "**Security**" tab of the properties window. You can now access and edit the *Content Folder* of the kiosk PC over the network share (e.g. "\\\Kiosk-PC\Content\") from your local work PC.

Now, start the *Kiosk Assistant* on your work PC and select "**Online Deployment**" from the "**Deploy**" menu. Add the previously created network share that you can access from your work PC and click "**Deploy**". This method, too, allows you to update the target PC whilst it is running the *Kiosk Application!*

If you would like to use online deployment over the Internet, the *Content Folder* of your kiosk PC as well as the *Content Folder* of your work PC have to be relocated to a cloud storage service (see above), so the *Content Folder* can be replicated from your work PC to the kiosk PC over the cloud.

Notice: Whether you choose offline or online deployment, you will always be able to choose which files should be transferred to update the kiosk PC; whether you would like to update the menu and content as well as settings and design, or whether menu and content only or design and settings only will be transferred is your choice. If you only make changes in content of the menu, for example, the option "**Only Menu & Content**" should be chosen as this will considerably speed up deployment.

6.6 Preview

Use the "Preview" menu item to start *FrontFace for Touch Kiosks* with the current configuration at any time and test it directly on your computer.

Hint: To end *FrontFace for Touch Kiosks'* preview mode, press F8 or first click in the bottom left, then the bottom right corner of the screen. If you are using a touchscreen device, you can also tap the bottom corners of the screen with your finger.

7 Tips on Content Creation

FrontFace for Touch Kiosks offers you the freedom of using any application of your choice that you are already familiar with to create and design content. Thus, you can use PowerPoint or Word, for example, to create content for your kiosk terminal, as well as Open Office or entirely different programs. The following pages will give you a few tips and tricks for the easy and efficient creation of content.

7.1 How to use Print2Screen

Print2Screen is an unique feature of *FrontFace for Touch Kiosks* that allows you to create high quality HD display content with any Windows application that supports printing.

To use *Print2Screen*, the *Kiosk Assistant* needs to be installed on a computer with Windows Vista or Windows 7, 8.1 or 10. For the kiosk PC, however, Windows XP will be sufficient.

Transfer Print2Screen Content:

1. Start the *Kiosk Assistant* and open your project.
2. Open any Windows application such as Word and create or open a document which you would like to display on the kiosk terminal. Select the program's print menu and ensure that "**FrontFace Print2Screen**" is selected as printer. This virtual printer will be set up automatically during the installation of *FrontFace*.

For display on 16:9 screens in particular, a paper format "**Display 16:9**" is available to select as page setup instead of "**DIN-A4**", for instance.
3. Click "**Print**" and go back to the *Kiosk Assistant*, which will now show a dialog for you to choose how to use this new printout:
 - You can "**Add as new content to a button in the menu**". In this case, please input a suitable name to be able to identify the print file more easily at a later date.
 - If you choose to "**Update existing Print2Screen content with this printout**", you need to select a Print2Screen object previously created from your current project that you would like to update/overwrite with the new content. If you decide to use this option, you will receive a confirmation when the process has been completed.
4. If you opted to add the printout "**as new content**" earlier, you can then choose the menu or button in your project or add a new one. When you now add a content object, the list of supported contents (such as image, video, website) will also show "**Print2screen**". Choose this type of content to add your most recent printout as content.
5. Now you can set a background color of your choice by marking the object and clicking the edit-symbol in the menu bar. The background color replaces the paper color of your printout (usually "white"). Thus, it is no problem if you create a full-faced printout which shows white margins due to print settings. These will be substituted automatically with the selected background color by *FrontFace* upon display.

Hint: A predefined paper format ("Display 16:9") optimized for display on 16:9 screens is available especially for use with the Print2Screen printer. You can also [define own "virtual" paper formats](#) (e.g. for 4:3 and other aspect ratios).

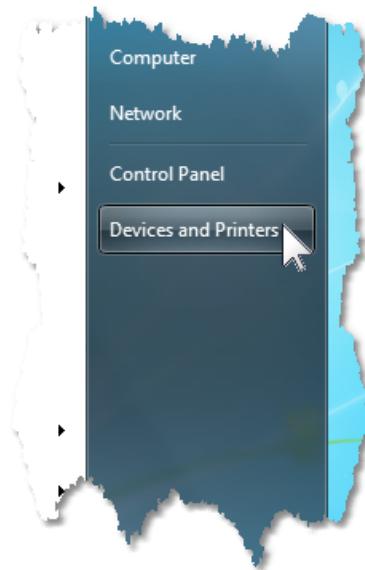
7.1.1 Custom "Paper Formats"

Normal paper formats such *DIN-A4* or *Legal* do not fit 100% on a typical 16:9 screen. Therefore it can be useful to configure custom, "virtual" paper formats for the Print2Screen printer that perfectly match with the actual screen size or the size of the content container on a playlist page.

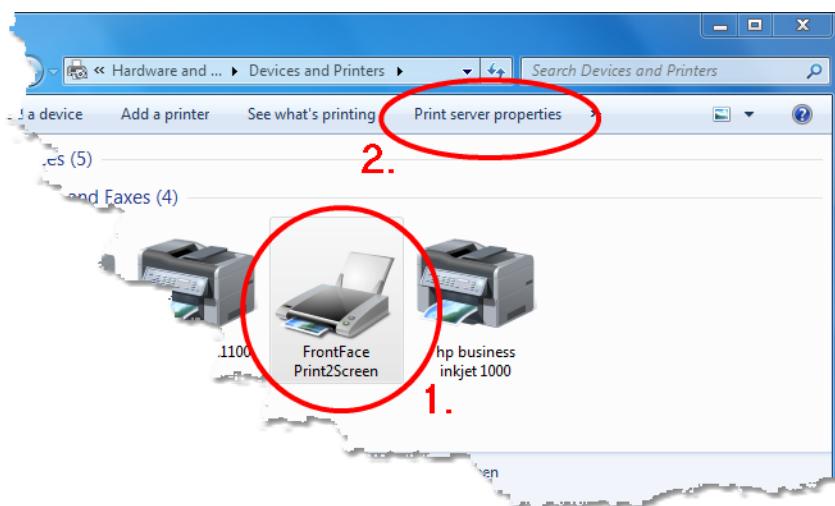
Together with the Print2Screen printer driver a special paper form named "**Display 16:9**" is installed. This fits exactly for 16:9 full screen content. You can select this page format in any application of your choice (e.g. Word).

To create a custom paper size in Windows 7, perform the following:

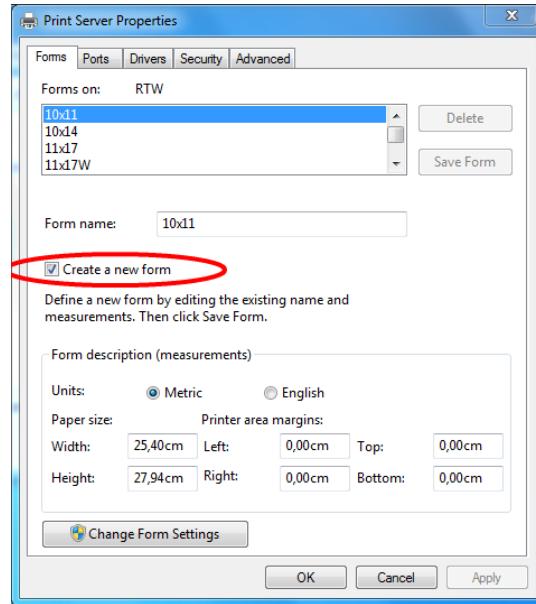
1. Open the **Devices and Printers** control panel applet.



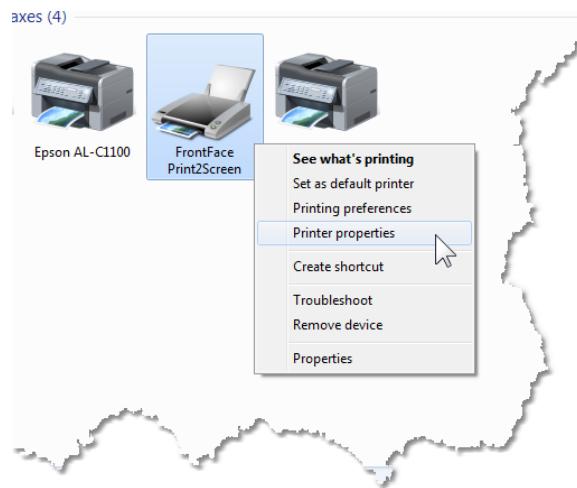
2. Create a new form size by selecting the **Print2Screen** printer and then clicking on **Print server properties**.



3. On the **Forms** tab, select **Create a new form**; enter a name and select the attributes, then click **OK**.



4. Right-click the **Print2Screen printer**, and select its **Printer properties**.



5. Then click on **settings...** in the tab **General**.
6. Select the **Layout** tab, and click **Advanced**.
7. Under **Paper/Output**, select the new custom form created for **Paper Size**, then click **OK**.

We recommend that you play a bit around with the width and height values of your custom paper size to find the right size that is the best for you.

Some paper sizes that have proved to be helpful are:

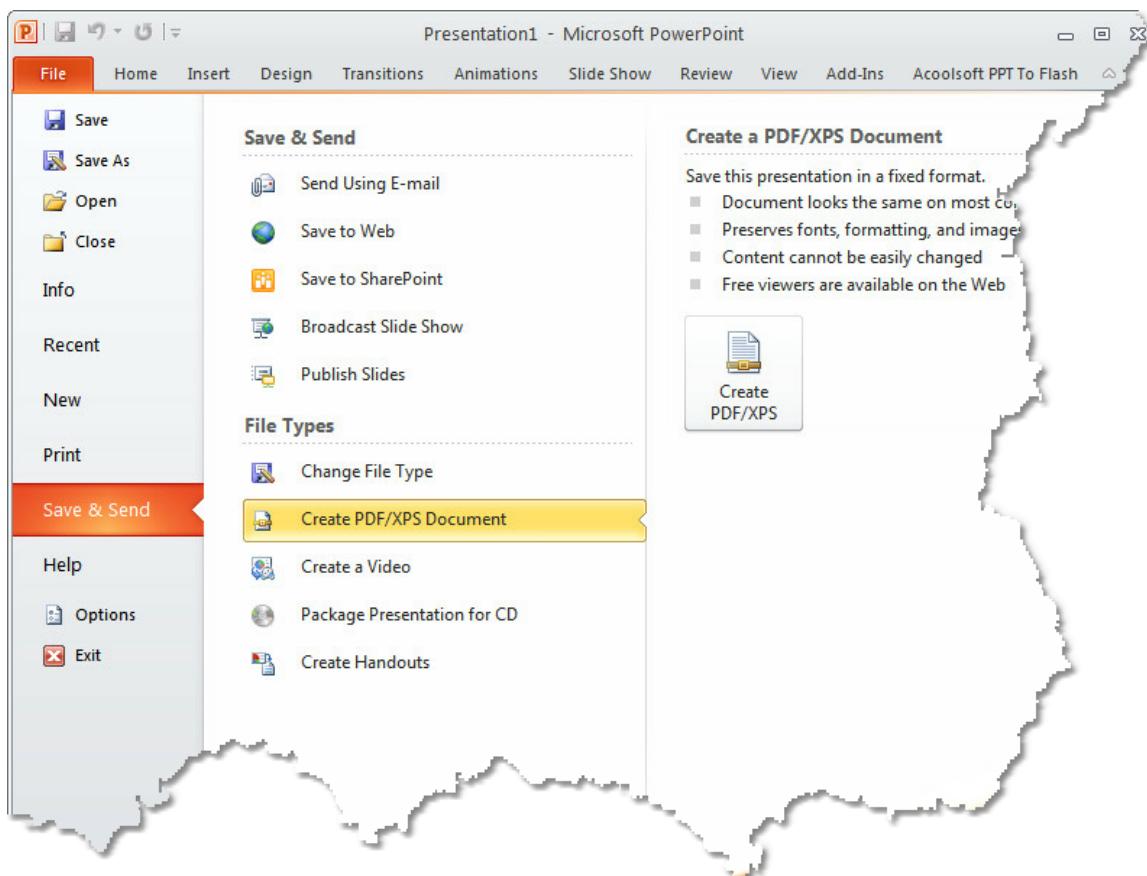
B: 17,65 cm	H: 30,00 cm	(16:9 fullscreen)
B: 29,70 cm	H: 16,71 cm	(9:16 fullscreen)
B: 16,71 cm	H: 29,70 cm	(16:9 with ticker)

Notice: Also remember that *FrontFace* has a built-in, high-quality scaling algorithm that allows you to show your print-outs in the correct aspect ratio on the screen with a minimum of empty real-estate on the screen. Select "**Stretching: Uniform to Fill**" to get the best results

in the options dialog of a *Print2Screen* content.

7.2 Using PowerPoint

PowerPoint is particularly suitable for the comfortable creation of content. PowerPoint presentations can easily be adapted in *FrontFace for Touch Kiosks*, either as **XPS file** or as a **video**. XPS files are considerably smaller than video files, yet animations and effects cannot be transferred from PowerPoint in this format. If you choose a video as export file, however, all effects and animations you defined will be transferred entirely.



If you use *PowerPoint 2009* or *PowerPoint 2010*, click on "**File**" > "**Save & Send**" and either select "**Create PDF/XPS Document**" to export the presentation as an XPS file, or click "**Create a Video**" and thus create a video as a WMV file for "**Computer and HD Displays**". Rendering the video can take several minutes, depending on the size of your presentation and the performance of your computer.

Both XPS and WMV video files can then be used in *FrontFace for Touch Kiosks*.

7.3 Designing Wallpaper Images

You can make a considerable impact on the design of your kiosk application by using wallpaper images that will be displayed behind your menu buttons. When you choose your wallpaper image, you should ensure that the graphic you use is not too rich in contrast as this will make it difficult for the user to differentiate between the menu buttons and the image, and the interface will appear "unsettled".

The resolution of the images should, if possible, correspond with the aspect ratio of your kiosk terminal's screen. This will help to avoid unnecessary loss of quality or cropping of margins when the image's aspect ratio differs from that of the screen. In general, however, *FrontFace* will always try to fit your image as wallpaper in an optimal way.

Hint: When you use photographs as wallpapers, they often are too high in contrast and the buttons of your menu will not stand out particularly well. In these cases you can edit your photos with free editing programs such as [Paint.NET](#) and the use of soft filters, making the photos suitable for use as wallpaper. Particularly handy filters are "zoom blur" and "gaussian blur".



Fig.: A standard photo (original on the left) which was edited to be used as a wallpaper using the Paint.NET filter "zoom blur".

7.4 Creating Animated Icons

Usually, only static PNG images can be integrated in your menu interface as button icons, yet sometimes it can be desirable to use animated images as button image. The following lines explain how to create animated button graphics:

- Prepare your animation as a sequence of individual PNG graphics (frames) whose order is defined by the file names (e.g. "001_Frame.png", "002_Frame.png", etc.).
- Gather these PNG files in one ZIP file and add to it a text file with the title "**descriptor.xml**" and the following content:

```
<AnimatedImage>
  <Interval>100</Interval>
</AnimatedImage>
```

- The value 100 states the duration in milliseconds after which the next frame of the animation will be shown (1000 = 1 second); by changing this value you can set your individual animation speed.
- Change the file ending of the ZIP file from ".zip" to ".ffai".

You will now be able to select this file as button icon like any regular PNG images.

Hint: A popular format for small animation is GIF; however, this format only supports images with up to 256 colors. If you would like to use an animated GIF, we recommend you to export it with a graphics program as single image sequence (frames) first, then convert it to *.ffai as described above.

7.5 Display Order of Files

The content type "*Picture(s)*" allows you to create a slide-show from photos and images easily and quickly. Use the content type "*Picture(s)*", then select several photos you would like to display. Users will then be able to "leaf through" these images in the kiosk application by means of the arrow keys or by swiping on the touchscreen.

You can add a title for every image which will be shown as subtitle on the display of the kiosk application.

To set the order in which the images will be displayed, click on the edit symbol "**Rename Content**" in the upper menu bar and rename the images with consecutive numbers. An example:

- 01_A_picture.jpg
- 02_Another_picture.jpg
- 03_Graphic.jpg

The order is thus determined by the file names. The same applies, when you add various content in PDF or XPS format to a menu interface.

8 Advanced Features

FrontFace for Touch Kiosks offers a variety of advanced features and options which will be described in the following chapters.

8.1 Multi Language Support and Localization

Multilingual menu interfaces can easily be created with *FrontFace for Touch Kiosks*. Firstly, activate the setting "**Multi Language Support**" in the "**Settings**" menu of the *Kiosk Assistant*. Once this option has been activated, an additional button will appear in the *Kiosk Application's* user interface with which the user can select the desired language.

Multi language support is based around one main language. Thus, the menu tree under the (*main*) "**Content Folder**" will be displayed in the *Kiosk Application* by default; the language then needs to be assigned to the (*main*) "**Content Folder**" using "**Language of the (Main) Content Folder**" in the "**Settings**" menu to let the *Kiosk Application* know in what language the menu(s) and content were saved.

You can then add further language you would like to support.

Adding a New Language:

To create a new language, click the globe symbol in the menu bar of "**Menu & Content**" and input the ISO language identification code for the new language as a button label (e.g. "de" if you would like to add German as additional language, "en" for English, "fr" for French, etc.). For each language a menu button representing the "**Content Folder**" of this language has to be created under "**Content**" > "**Other Languages**" by means of the globe symbol.

Within one language, you can create menu buttons on the main level and assign content. Since every language will have its own menu tree, it is not necessary for all language menus to have the same structure. This can be helpful when you only wish to offer certain features in one specific language instead of the entire menu of the default language.

Create the menu interface in the (*main*) "**Content Folder**" in German, for example, setting "**German**" as default. In "**Content**" > "**Other Languages**" you can then add further languages like "**English**" and "**French**" as well as localized menu structures and content.

In order to be able to display a localized title text for all language editions of your interface on the home page of the kiosk application, add the "**Title Text of the "Home" Page**" with the ISO code for each language used under "**Localization Settings**" in "**Settings**".

Embedding Additional or Alternative Flag Images:

Once added, the *Kiosk Application* will show all available languages visually by means of graphics of national flags. The graphics for the languages "*German*", "*English*", "*French*", "*Italian*" and "*Spanish*" are already set. If you would like to add another language, you should also provide the graphic for the respective flag.

To save a graphic, open Windows Explorer and go to the following path:

```
C:\Program Files (x68)\mirabyte\FrontFace for Touch Kiosks\User  
Interfaces\(Circle | Default | Glass | Metro*)\Resources\Languages\  
*) Here you need to select the file name of the design theme you are using!
```

Copy the graphics for the flag into this folder as PNG file and rename this file with the ISO code of the language, followed by an underscore and the name of the language (e.g. "**en_English.png**", "**fr_Français.png**", "**nl_Nederlands.png**").

8.2 Multi Screen Support

Typically only one (touch) screen will be connected to the *kiosk PC*, displaying either the menu interface of the kiosk application or actual content such as pictures and videos.

It is, however, possible to use up to two screens, where one screen (touchscreen) is used for interaction, showing the menu interface of the kiosk application (constantly), and the second one (no touch function) serves to display content. This means that a projector can be connected as second screen, for example, and the display of content can be operated with a touchscreen terminal or a tablet (e.g. in cases where contents are presented to a number of people, such as in a museum).

Thus, if you have activated the setting "**Multi Screen Support**", also contents are displayed that are assigned to a button which already contains "*sub-menu button(s)*", since the content is always shown on the secondary screen, whereas the menu with all buttons is constantly visible on the primary (touch-enabled) screen.

Notice: Please make sure to configure both screens in Windows ("**Control Panel**" > "**Display**" > "**Screen Resolution**") to "*Extended Desktop*" mode and define your touchscreen as primary screen.

8.3 Using Plugins

You can easily add any additional features and extensions to *FrontFace for Touch Kiosks* by means of existing or individually created plugins.

A plugin always consists of one or more DLL files gathered in a ZIP file. To install a plugin, unzip the content of the ZIP file into the *FrontFace* installation folder (usually "`C:\Program Files (x86)\mirabyte\FrontFace for Touch Kiosks\Plugins\`"). Please note that a plugin has to be installed separately on every (kiosk) PC you wish to use it.

Besides various plugins which you can download from the [*FrontFace product Website*](#), a free [*plugin SDK \(Software Development Kit\)*](#) is available with which you can create your own plugins using the programming languages C# or VB.NET. More information can be found in the plugin SDK manual which you can also download from the *FrontFace* product Website.

8.4 Clock, Date and Countdown

FrontFace for Touch Kiosks comes with a clock plugin that can either show a digital or analog clock and the current date in various formats as well as a timer ("egg timer") or a countdown clock.

Add a new "**Plugin**" content object to your menu button and select "**Clock**". In the settings dialog of the plugin you have to first select the "style" (*Analog*, *Digital*, *Date*, *Timer* or *Countdown*). Depending on your selection you can then customize further settings:

"Analog", "Digital" and "Date":

The options "Time Format" and "Date Format" define the way how date and time values are being displayed on the screen:

Default Date and Time Format*	Result on the Screen
T	5:25 pm
d	15-05-2015

*) The way how the date and time is formatted also depends on the language/locale that is set on the PC. On a German PC the time will e.g. appear as "17:25".

Instead of using the default formatting, you can also compose your own, custom format by using the following format strings:

Format String	Description	Result on the Screen
dddd	The full name of the weekday	Wednesday
MMMM	The full name of the month	May
yy	The year with two digits	15
yyyy	The year with four digits	2015
HH	Hours with leading zero	09
mm	Minutes with leading zero	03
d.	The day of the month	15.
d. MMMM	The day and the full name of the month	15. May
HH:mm	The hours and minutes, both with leading zero	15:45
dddd, dth of MMMM yy	The date with the full name of the weekday, the month and day of the month and the year with two digits	Wednesday, 15th of May 15

A detailed overview and description of all custom format strings can be found [here](#).

"Timer":

A timer ("egg timer") allows you to define hours, minutes and seconds that are counted down every time the plugin is shown. During the last three seconds, the remaining time is shown as blinking text.

"Countdown":

A countdown lets you specify a date and time which indicates the end of the countdown. You can also define how the remaining time of the countdown is shown on the screen.

Format String	Result on the Screen
---------------	----------------------

{0:00}T {1:00}S {2:00}M {3:00}s	05T 10S 50M 29S
{0:00} Days {1:00} Hours {2:00} Minutes {3:00} Seconds	05 Days 10 Hours 50 Minutes 29 Seconds
{0:00}d {1:00}h {2:00}m {3:00}s	05d 10h 50m 29s
{0:0} Days and {1:00} Hours und {2:00} Minutes!	5 Days and 10 Hours and 50 Minutes!

8.5 Using Flash and Silverlight

You can display regular, HTML5/CSS3-based Websites with *FrontFace for Touch Kiosks*; JavaScript is also fully supported!

Should you wish to use browser plugins such as *Flash* and *Silverlight*, you need to ensure that the required plugins are installed. If various versions of the plugin are available (as is the case with Flash), install the version for **Internet Explorer** on the kiosk PC in order to be able to display respective content. You can download the necessary plugins from these web pages:

- Adobe Flash: <http://get.adobe.com/flashplayer/>
- Microsoft Silverlight: <http://www.microsoft.com/getsilverlight/>

Using Flash and Silverlight in your browser:

Simply add a new content of type "website" and input the URL to a website using Flash or Silverlight content.

8.6 Integration of 3rd Party Apps

FrontFace for Touch Kiosks can also launch any (Windows) application on the kiosk terminal, which allows you to integrate 3rd party functionality very easily.

Simply create a new button, select "**Add New Content**" and then choose the content type "**Application**". Then you can enter the path to the application (EXE file) that you want to launch when the button is clicked by the user.

Instead of just providing the path to an executable file you can also enter an entire command line. Please make sure that you pad any paths with quotation marks if these do contain any blanks. You can also use the placeholder %CURRENTPATH% to reference the path of the current button within the content folder. You can open this folder by selecting a button from the menu tree and selecting "**Open in Windows Explorer**" from the context menu (right-click).

E.g., in order to start the *PowerPoint Viewer* with a presentation in full screen mode that is stored in the button's folder within the content folder, you have to enter this command line:

```
"C:\Program Files (x86)\Microsoft Office\Office14\PPTVIEW.EXE" /F "%  
CURRENTPATH%\Example.pptx"
```

Warning: By executing external applications on the kiosk terminal you create a potential security risk because the executed application may provide access to the underlying operating system (e.g. via an open or save file dialog)!

8.7 Sharing Content

With *FrontFace for Touch Kiosks*, you can also offer users a feature that allows them to print and share content via email.

Several settings can be adjusted under "**Content Sharing Settings**" in the "**Settings**" menu.

Printing Content:

Activate the setting "**Allow Content Printing**" and the user will be able to click a printer symbol in the toolbar of the kiosk application on the kiosk PC. The print job will automatically be sent to the printer on the kiosk PC defined as default printer. Please ensure that users can physically access the printer set as default.

To avoid various brief printing initiations and the resulting high number of printouts, you can input a value for the setting "**Protect Content Sharing Features from Abuse**" defining the number of seconds before a new print job can be sent. The user will receive a note about this.

Sharing Content by E-Mail:

Activate the setting "**Allow Sending Content by E-Mail**" and enter the email account from which it will be sent. This requires the configuration of an SMTP e-mail account; all necessary information can be obtained from your email provider or your system administrator.

Setting	Description
E-Mail SMTP Host	Host name of the e-mail server (SMTP/Outbox)
E-Mail SMTP-Port	Port of the e-mail server
Use SSL for E-Mail	Defines whether an SSL shall be used for connection to the SMTP server
E-Mail Account	Account name to log on to the SMTP server
E-Mail Password	Password to log on to the SMTP server
E-Mail Sender Address	Address of the sender to be used when sending e-mails
E-Mail Subject	Subject of the e-mail You can enter a different subject for each supported language: Under "Key", input the ISO code in the list (e.g. "de" for German), as "Value" put in the text of your subject line in the respective language.
E-Mail Text Body	Text body of your message You can enter a different message text for each supported language: Under "Key", input the ISO code in the list (e.g. "de" for German), under "Value" put in the text body of your message in the respective language.
Protect Content Sharing Features from Abuse	By inputting a value, you can prevent the user from engaging the "Share" function (print or e-mail) several times in succession within a short amount of time. Enter a value in seconds that the user needs to wait before he or she can click the function anew.

Notice: Contents will be sent as an attachment if shared via e-mail, yet this option is not available for videos. Websites will be shared as a URL in the text body of the e-mail; XPS documents will be converted into JPEG files page by page, making it possible to also view content on devices

not operated by Windows.

8.8 Screen Saver Integration

On interactive kiosk terminals it may be useful to display content or media automatically when no interaction through a user is taking place ("idle"). *FrontFace for Touch Kiosks* is compatible with Windows' regular screen saver function, i.e. you can conventionally configure a Windows screen saver on your kiosk PC which will be initiated after a preset number of idle minutes, and which will end upon new interaction to allow access to the kiosk application.

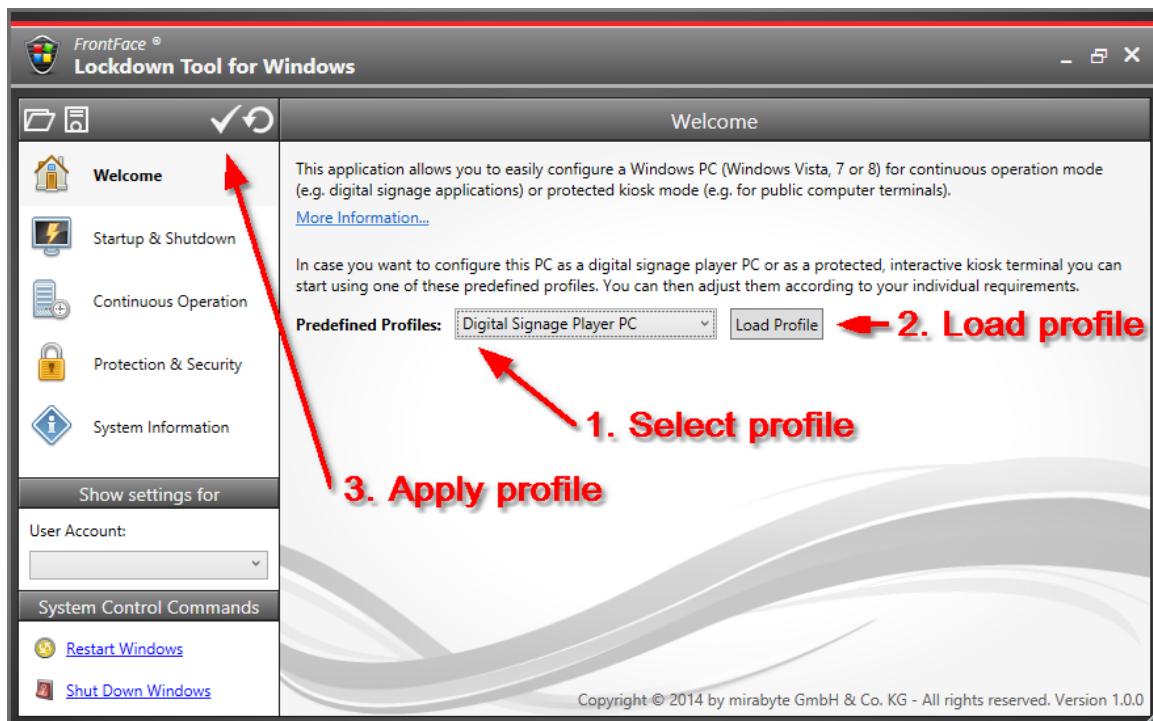
You can set up a screen saver in Windows' control panel in the tab "**Personalization**".

Hint: Use mirabyte's powerful Digital Signage Software "["FrontFace for Public Displays"](#)" to present any multimedia content in an appealing fashion. Besides a classic Digital Signage Software (e.g. for information and advertisement screens), you can also set up *FrontFace for Public Displays* as Windows screen saver, thus creating the perfect supplement to your *FrontFace Kiosk Application!*

8.9 Kiosk PC Setup and Security

As soon as the *FrontFace Kiosk Application* is running, direct access to the Windows system (Explorer, task menu, etc.) is no longer possible, yet there is still the risk that a user gains unauthorized access to the system by opening the Task Manager with the key combination CTRL +ALT+DELETE. It is also worth considering to select automatic start-up of Windows as this will not require you to enter a password.

The easiest option to make this and further useful settings on the kiosk PC is the use of the free *FrontFace Lockdown Tool* (**Lockdown.exe**), which can be installed on an optional basis along with *FrontFace for Touch Kiosks*, or can be downloaded separately from mirabyte's website (<http://www.mirabyte.com/go/flockdown/>) free of charge.



To use it with *FrontFace for Touch Kiosks*, start the *FrontFace Lockdown Tool* on the kiosk PC and select the preconfigured profile "**Interactive Kiosk Terminal**" on the start page. Click on "**Load profile**" and tick the button in the menu bar of the *FrontFace Lockdown Tool*. Please make sure you have selected the correct user profile. We recommend you to create a separate "**Standard**" user profile on Windows for the use of the *FrontFace Kiosk Application*.

8.10 Proxy Server Configuration

The *FrontFace Kiosk Application* contains several functions such as the display of websites and the weather plugin, all of which, if in use, require access to the Internet. It may thus be necessary for you to adjust the proxy configuration of the *Kiosk Application* if the kiosk PC can only access the Internet via a proxy server in your IT infrastructure.

You can change proxy settings in the installation folder of the file "**FrontFace Kiosk.exe.config**" with a regular text editor such as Notepad.

The following describes the settings relevant for proxy configuration:

Notice: If you use a proxy server, usually no additional settings need to be made since the proxy configuration of the Internet Explorer is adapted to the kiosk PC by default, and it is sufficient to configure the kiosk PC's Internet Explorer in a way that it can access the Internet via the proxy server. Should access to the Internet not be possible with the *FrontFace Kiosk Application* under these settings, you will have to explicitly configure the proxy as described below.

Explicit Proxy Configuration:

For advanced configuration of the proxy server, insert the following code in the **<configuration>** tag of the "**FrontFace Kiosk.exe.config**" and personalize accordingly:

```
<configuration>
  ...
  <system.net>
    <defaultProxy
      enabled="true|false"
      useDefaultCredentials="true|false">
      <proxy
        usesystemdefault="True|False"
        proxyaddress="http://192.168.1.10:3128"
        bypassonlocal="True|False"
      />
      <bypasslist>
        <add address="[a-z]+\.\contoso\.\com" />
      </bypasslist>
    </defaultProxy>
  </system.net>
</configuration>
```

Here, you can enter the proxy server's URL, for example, create a bypass list and set the authorization method to be used. For further details, please refer to the [MSDN documentation](#).

Caution: Please note the capitalization of words like "True" and "False" (see above) and ensure you enter a fully qualified URL (i.e. with protocol prefix and port as suffix)!

9 Software Deployment and Updates

You can choose during the installation process whether certain components such as the *Kiosk Assistant* and sample project shall be installed. In most cases, a complete installation is advisable.

When a new version of *FrontFace for Touch Kiosks* is released and you are entitled to use this version within the framework of your license, you can easily update already installed software; automatic installation of the software without user interaction (e.g. for automatic deployment on many PCs) is also possible.

How can I determine which version of *FrontFace* is currently installed?

In order to determine the currently installed version, please close the current project in the *Kiosk Assistant*. This will bring you back to the *Welcome Page* that is also shown when you start the *Kiosk Assistant*. The version number is shown in the lower right corner of that screen. By clicking on the version number you can perform an online check if there are any updates or new versions available to be installed. In order to determine the version number of the *Kiosk Application*, select the file "**FrontFace Kiosk.exe**" in the Windows file explorer and open the context menu (right-click), then select "**Properties**". In the "**Details**" tab of the properties dialog of that file you can find the version number.

Updating the *FrontFace Kiosk Application*:

Copy the installation pack with the new version on the kiosk PC and run it there; do not make any changes in the installation assistant but always click "**Next**" and eventually "**Finish**". The software will be updated automatically; all configuration settings and content as well as control features will be maintained. Updates can also be installed without supervision: Start the installation pack on the kiosk PC by using the following command line:

```
frontface-tk.exe /SILENT
```

Updating the *Kiosk Assistant*:

Run the installation pack on the PC on which the *Kiosk Assistant* is already installed. Retain all previous settings and values in the installation assistant, always click "**Next**" and eventually "**Finish**". As the application, the *Kiosk Assistant* will also maintain all configuration settings and content during an update, and as with a kiosk PC, you can use the command line switch **/SILENT**.

Further Command Line Options for Automatic Deployment and Installation:

Besides the switch **/SILENT**, the following command line switches are also available:

Command Line Switch	Description
/SP-	Deactivates the " <i>This will install... Do you wish to continue?</i> " request during start-up.
/VERYSILENT	Deactivates all interactive elements during installation, e.g. error dialogs. (to be used instead of the /SILENT option!).
/LANG=en	Sets language of the installation (de = German, en = English)
/COMPONENTS="core, common, userinterfaces"	List of components to be installed by the setup, divided by commas. Possible values are:

	core = Kiosk application common = Commonly used components userinterfaces = Themes configurator = Kiosk Assistant samples = Sample projects documentation = User manual lockdowntool = FrontFace Lockdown Tool
/TASKS=" autostarticon, Firewall "	List of installation tasks to be executed, separated by commas (possible values for the list are: autostarticon, Firewall, print2screenDriver, createNetShare)
/LOG=" installlog.txt "	Determines that a log file is created to protocol all setup actions for diagnostics.

10 License Activation

FrontFace for Touch Kiosks is licensed by kiosk PC (= kiosk PC installation). A license entitles the holder to constant use of the software on this hardware. The *Kiosk Assistant* on the other hand can be installed on any number of computers. If you have bought a license from *FrontFace for Touch Kiosks*, please follow these steps:

You can only activate the **full version** of *FrontFace for Touch Kiosks*, not the **test version**. If you have bought a license, you will also receive the installation pack for the full version. If the test version is already installed and configured on your computer, you can easily update with the full version. Simply run the installation pack of the full version on that computer; all settings will be saved!

Once you have installed the full version, the *Kiosk Assistant* will no longer display the indication of the test version and you can activate your license on the kiosk PC as described below:

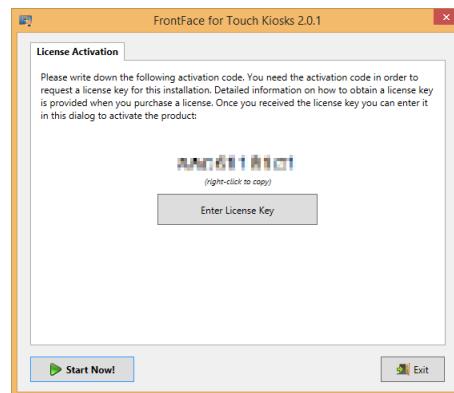
License Activation on the kiosk PC:

Install the full version of *FrontFace for Touch Kiosks* on your kiosk PC.

Important: This must be the "final" hardware on which you wish to use the software. After starting the *Kiosk Application*, an information dialog will open. Click on the tab "**Activate License**" and write down the **activation code** that is displayed. Request your personal **license key** for this computer by following the instructions you have received with your order (delivery/additional documents).

Once you have received the license key, click on "**Enter License Key**" in the dialog containing the activation instructions, enter your license key and click "**Save**". When you restart the *Kiosk Application*, the reference to the test version should no longer be displayed.

The license key will be saved in the file "**License.licx**" in *FrontFace for Touch Kiosks* installation folder on the kiosk PC. Alternatively, you can enter it there manually with a text editor (e.g. **Notepad.exe**).



Notice: If you have acquired a license in the form of a USB dongle (portable license), simply connect the dongle to the kiosk PC and start the *Kiosk Application* as usual; you will not be required to enter a license key. As long as the dongle is plugged in, the software is activated. If you have purchased a rental/SaaS license, please also ensure access to the Internet from your kiosk PC since regular, automatic examination of the validity of the license by the software on a mirabyte server is essential. This does not apply to hardware-connected or portable licenses (with USB dongles)! The kiosk PC can also be operated entirely without connection to the Internet.

11 Troubleshooting

This chapter describes several typical problems, possible causes and suggested solutions. Further up-to-date information can also be found in the [mirabyte Knowledge Base!](#)

Problem: **Cannot install the .NET 4 Framework on PCs operated with Windows XP Embedded ("Unknown error").**

Solution: ➤ Before you can install the .NET 4 Framework with Windows XP Embedded, you need to install the [Windows Imaging Component \(WIC\)](#).

Problem: **You have entered the license key in the *Kiosk Application*, but the message box that states that you are using an unlicensed program is still being displayed.**

Solution: ➤ Make sure you have entered the license key correctly without any typos.
➤ An *activation code* is shown upon start-up of the *Kiosk Application*. Compare this code with the middle section (between the dashes) of your license key. If activation code and middle section of your license key are not identical, the license key cannot be used on this kiosk PC as it was issued for another kiosk PC. Please contact [technical support](#).

Problem: **You are using an intel HD graphic board and animations and fading effects appear on screen in blocks or seem to be delayed in certain areas of the screen (so-called tearing).**

Solution: ➤ Ensure that the most current driver for your graphic board is installed.
➤ Check whether the so-called "Aero Design" is activated for your desktop in Windows display settings (window frames appear like glass on Windows 7, in Windows 8.1 the Task Bar is transparent). Only when this is activated the graphic board will use the so-called *vsync function* correctly, which is designed to prevent tearing. If, however, the design is set to "default", the undesired tearing effect can occur under these circumstances.

Problem: **"Sharing Content" function (print or share via e-mail) does not work.**

Solution: ➤ Printing does not work: Double-check whether the correct printer is set as default in Windows Control Panel as *FrontFace* is only able to print on the default printer.
➤ Sharing via e-mail does not work: Please ensure that your SMTP host, port and e-mail account are entered correctly in the "**Settings**" menu. You may also have to unblock respective ports in your firewall in order to facilitate communication with the mail server via SMTP.

12 Further Information and Help

This manual is designed to give you a quick and simple overview of the concepts and functions of *FrontFace for Touch Kiosks*. Further documentation and information as well as free support is available directly from mirabyte. Please visit <http://www.mirabyte.com/> for contact details, or e-mail [support@mirabyte.com!](mailto:support@mirabyte.com)

FrontFace for Touch Kiosks offers more options as become obvious on first view: Features of your choice can be integrated and upgraded using the plugin interface, for example, particular hardware such as web cams, RFID and card readers, thermal printers and payment systems can easily be integrated. You can create entirely individual themes to match a customer's corporate identity, too!



mirabyte also offers **supplementing support and advice services**, whether you are looking for a full service provider for your kiosk project or simply need a little support to implement it.

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